

Provider Web Portal Quick Guide — Entering Other Insurance or Medicare Crossover Information on a Claim

A change was implemented within the Provider Web Portal on 7/5/2017. Users must now submit Other Insurance Information (Third Party Liability or TPL information) and Medicare Crossover Information on each service line if the member has other insurance.

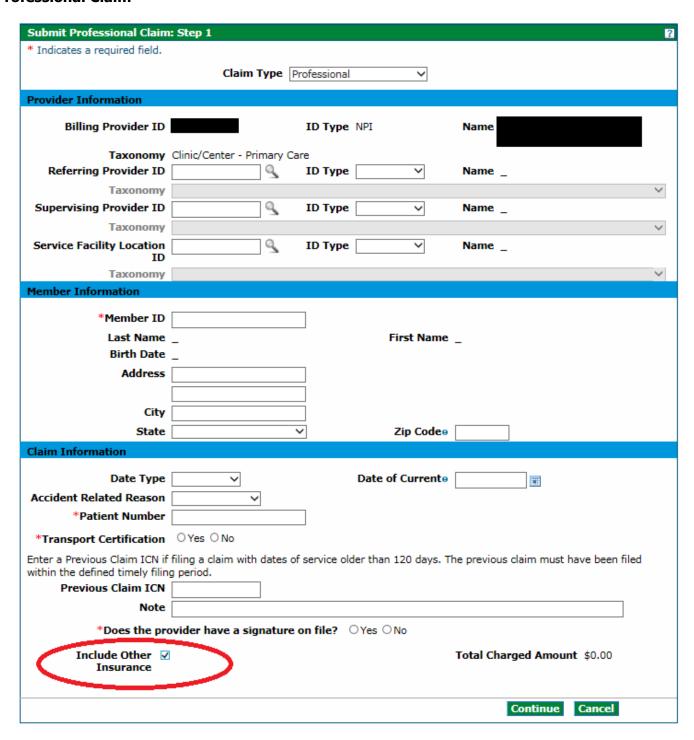
Other Insurance Information will still be entered at the header level for Inpatient, Crossover Inpatient and Nursing Facility claims.

Select "Include Other Insurance" checkbox on Step 1 of the "Submit Claim" pages. This will enable fields where the necessary other insurance information can be entered for Step 2 and Step 3 as needed.

The screens vary slightly depending on the type of claim being submitted (Dental, Professional and Institutional-Outpatient/Inpatient). This Quick Guide uses the Professional claim type as the example.

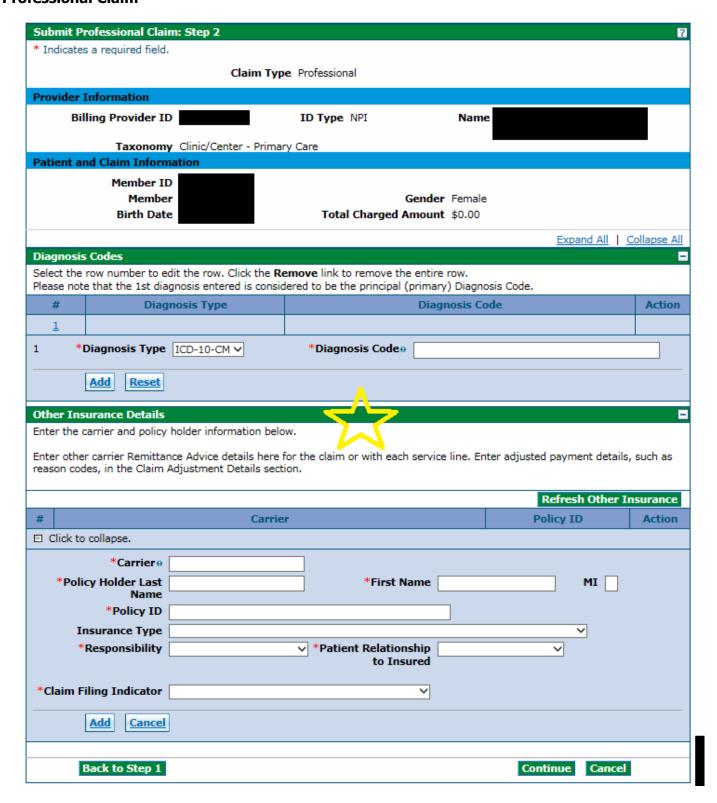
Step 1. Select the "Include Other Insurance" checkbox on the Submit Claim page.

Professional Claim



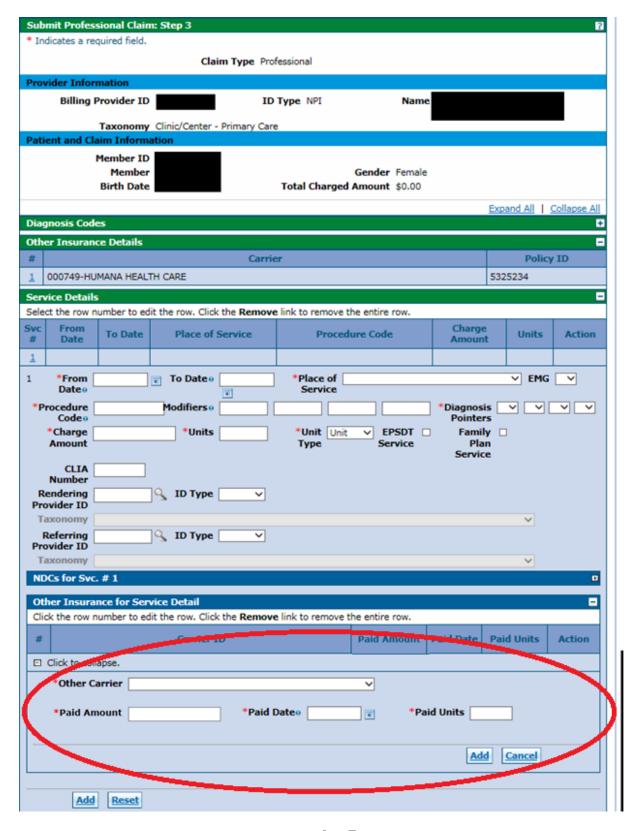
Step 2. Enter the other insurance carrier information on the Submit Claim page under "Other Insurance Details".

Professional Claim



Step 3. Enter the other insurance carrier information on the Submit Claim page under the "Other Insurance for Service Detail".

Professional Claim



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Need More Help?

Please visit the <u>Quick Guides and Webinars</u> web page to find all the Provider Web Portal Quick Guides:

Aid Code and Benefit Plan Acronyms
Are You Billing from the Correct Account?
Copy, Adjust, or Void a Claim
Delegates
Delegate Access Definitions
Entering Third Party Liability
Provider Maintenance
Pulling your 835 - Linking to your own TPID
Pulling your Remittance Advice (RA)
Reading your Remittance Advice (RA)

- Internal Control Number (ICN) Information Sheet
- Region Code Information Sheet

Updating your EFT/ERA Information Validating a Trading Partner ID (TPID) Verifying Member Eligibility

- Managed Care Assignments
- Primary Care Provider
- Medicare Coverage
- Member Co-Pay Amounts

Viewing Prior Authorizations in the Portal Web Portal Registration

Provider Web Portal – Frequently Asked Questions (FAQs)

Please visit the <u>Provider FAQ Central</u> web page and look under the Billing and Web Portal headings to see Provider Web Portal FAQs.

Provider Web Portal – Recorded Webinars

Click the links below to access the recorded webinars:

Session #1	Access the new Portal, Portal Registration, Log in, My Profile, Manage Accounts (including delegates)
Session #2	Provider Maintenance (including updates and affiliations), EFT/ERA Enrollment, Disenroll
Session #3	Member Information and Eligibility Verification
Session #4	Remittance Advice (RA), Search Payment History, Search for Accounts Receivable Records, Make a Payment
Session #5	Notify Me, Alerts, Secure Correspondence
Session #6	Files Exchange, Resources
Session #7	Search & Submit CMS 1500, UB-04, Emergency Dental Claims, Prior Authorizations (Nursing Facility PETI PARs only)
<u>Bridge</u>	Bridge training for Community Centered Boards (CCBs) only